



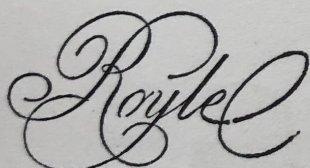
CITY OF  
CAMBRIDGE

PUBLIC HEALTH AND  
WELFARE SERVICES  
HANDBOOK



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CITY OF  
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THE PUBLIC HEALTH  
AND WELFARE SERVICES  
HANDBOOK



*Issued by authority of the*  
DEPARTMENT OF PUBLIC HEALTH  
AND WELFARE

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DEPARTMENT OF PUBLIC HEALTH  
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KETT HOUSE,  
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## FOREWORD

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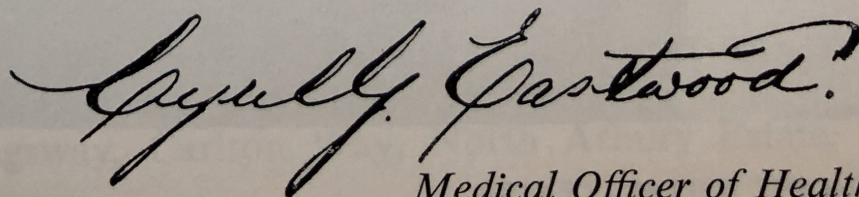
This booklet was first issued in 1952 with the object of giving a brief account of some of the services relating to Health which are available in the City of Cambridge. It has been revised at intervals and is now, once more, brought up to date.

The Department of Public Health and Welfare is the principle channel through which the City Council provides and co-ordinates various services for securing the health of the inhabitants.

No health service can reach and maintain a high degree of efficiency without the interest and co-operation of the general public and it is hoped that the information given in this booklet will show readers what they may expect of their Public Health Department and, by explaining the organisation and scope of the Department, may help the public at large to assist in various ways.

It should be borne in mind, however, that a Public Health Department is concerned chiefly with matters affecting the general health of the inhabitants at large, and only to a lesser degree with the illness of individuals, which is primarily a matter for their own doctor or for a hospital. Moreover, even where the public health is in question, we can only act within the limits set out in various laws and regulations.

Nevertheless, within these limits, it is our constant endeavour to serve the citizens and no one need hesitate to consult the Department upon any public health problem. If it does not fall within our province, we can often direct an enquirer to the proper quarter from which he may obtain help.



*Medical Officer of Health.*





AN INFANT WELFARE CENTRE



# CITY OF CAMBRIDGE

## HEALTH & WELFARE SERVICES

### DEPARTMENT OF PUBLIC HEALTH AND WELFARE

---

The offices of the Health Department are at Kett House, Station Road and are open from 8.45 a.m. until 5.35 p.m. each weekday except Saturday. The telephone number is 58977.

The Department falls into four divisions: Environmental Hygiene under the Chief Public Health Inspector, the Medical and Welfare Services Division under the Senior Assistant Medical Officer, the Administration and Supplies Division under the Chief Administrative Assistant, and the School Dental Service Division under the Area Dental Officer. The total staff of the Department inside Kett House and in such outlying places as the Dental Clinics and Day Nursery is about two hundred and seventy-five, ranging from the Medical Officer of Health through medical, dental, sanitary, nursing, and clerical officers to rat catchers and disinfectors.

The Medical Officer of Health, his deputy or one of his senior assistants may be seen by appointment and the Chief Public Health Inspector may be seen between the hours of 9 and 10 a.m., or at other times by appointment.

The three principal clinics are:

Auckland Road, off Newmarket Road, opposite  
Christ Church.

Romsey, Coleridge Road (end near Mill Road).

Kingsway, Carlton Way, North Arbury Estate.



## CONTROL OF DISEASE

The Department of Public Health and Welfare is primarily concerned with preventing the spread of infectious disease and is not directly concerned with the treatment of patients.

### INFECTIOUS DISEASE

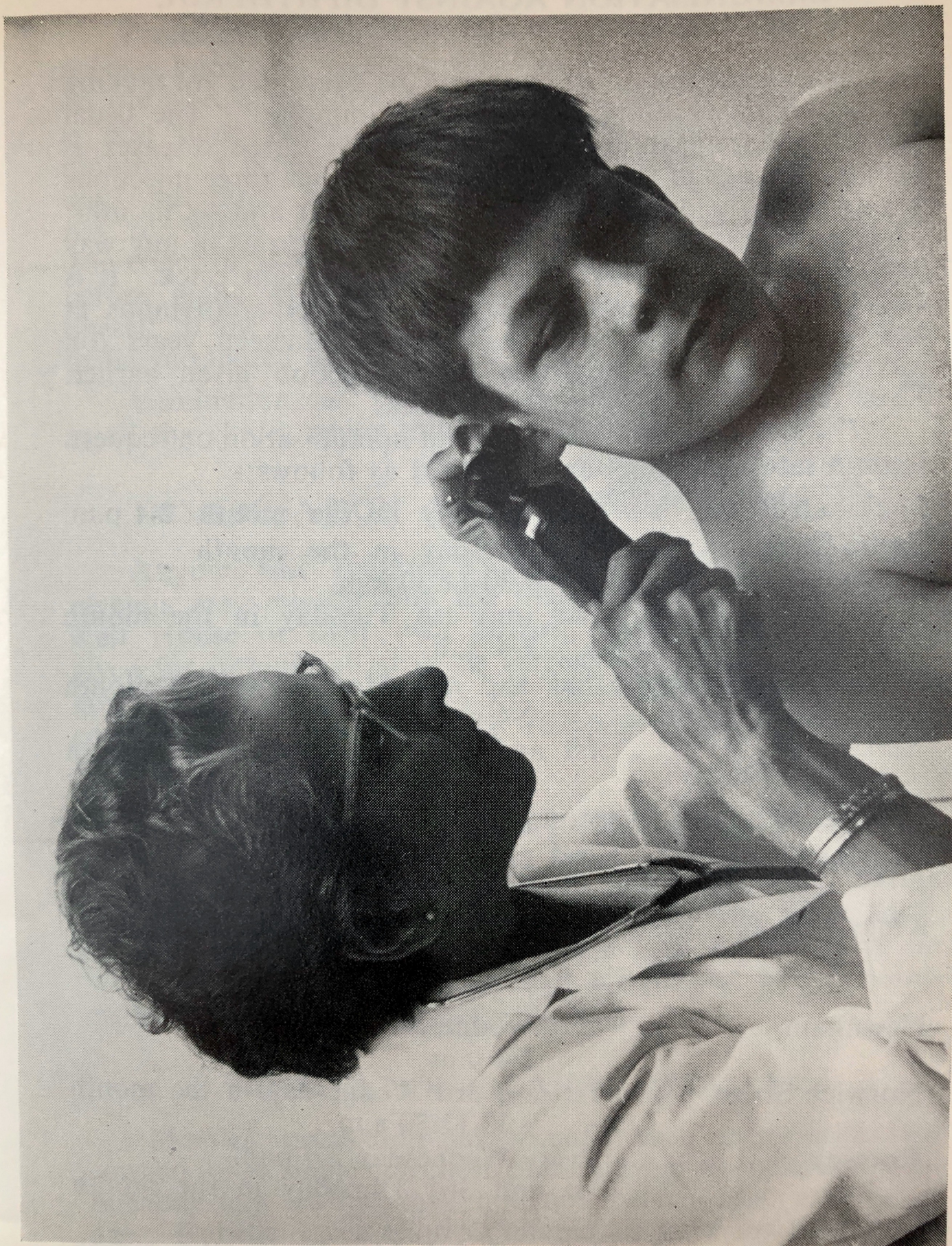
A doctor called in to a case of infectious disease, is required by law to send a notification to the Medical Officer of Health, giving the name and address of the patient, the nature of the disease and certain other particulars.

Usually the sufferer from such a disease has to be more or less isolated from contact with other people. Sometimes this is practicable in the patient's home but sometimes it is necessary for him to be received into an isolation hospital. Much depends on the circumstances of the house and the nature and severity of the particular disease. It falls to the Health Department to prevent further spread of the disease by seeing that isolation is adequate, having regard to all the circumstances and that those who have been in contact with the patient, and who may therefore be capable of conveying the infective germs, are interviewed and prevented from attending school or engaging in some occupation in which they might infect other people. It is often necessary to arrange for "contacts" to remain away from work for a time if their work involves the handling and serving of food.

The precise procedure varies in individual circumstances and in different diseases. Library books, bedding and other objects are usually disinfected by the Health Department and attempts are made to discover the origin of the infection by various methods of investigation, including laboratory work.

An important, but unseen part of the Department's work is keeping watch on visitors from overseas, who, particularly in these days of rapid air transport from various countries may often be a source of danger to the city community unless adequately supervised.





A MEDICAL EXAMINATION AT A SCHOOL CLINIC



## IMMUNISATION AGAINST DIPHTHERIA, WHOOPING COUGH AND TETANUS

Nowadays certain diseases can be prevented by making people highly resistant to them or "immune." The usual age for immunisation against the above three diseases is between the age of three and six months, when three injections are given in the arm at intervals of six weeks and six months. The material used is not poisonous or dangerous in any way and the process involves no more than a slight prick. It is desirable to give further injections of diphtheria/tetanus at age five, and tetanus at age fifteen to nineteen years (on leaving school), to reinforce the protection given earlier. These are known as "booster" doses.

The family doctor will carry out immunisation on request. Immunisation sessions are also held as follows:-

Auckland Road	..	3rd Tuesday in the month	2-4 p.m.
Castle Street	..	3rd Tuesday in the month	9.30-11.30 a.m.
		2nd and 4th Tuesday in the month	2-4 p.m.
Cherry Hinton Hall		2nd and 4th Monday in the month	2-4 p.m.
		1st and 3rd Thursday in the month	2-4 p.m.
Chesterton	..	Every Thursday	2-4 p.m.
East Barnwell	..	2nd and 4th Thursday in the month	2-4 p.m.
Kingsway	..	1st and 3rd Monday in the month	2-4 p.m.
		Every Tuesday	9.30-11.30 a.m.
Newnham	..	2nd Wednesday in the month	2-4 p.m.
Norwich Street	..	1st and 3rd Wednesday in the month	9.30-11.30 a.m.
Romsey	..	Every Wednesday	2-4 p.m.
		1st and 3rd Thursday in the month	9.30-11.30 a.m.
Trumpington	..	1st and 3rd Monday in the month	2-4 p.m.



## VACCINATION AGAINST SMALLPOX

Protection can also be given against smallpox by the process known as vaccination. This involves a slight scratch on the skin of the arm or some other part of the body and is best done between first and second birthdays (e.g. 14 months). A little soreness of the arm may develop for a few days, but rarely anything more and this is a small price to pay for safety against such a deadly disease as smallpox. The effect of vaccination tends to wear off gradually and so, before going abroad in later life, or otherwise exposing oneself to the risk of contact with smallpox, it is desirable to be vaccinated again.

Vaccination can be carried out by your own doctor or at all the clinics where immunisation sessions are held.

## IMMUNISATION AGAINST POLIOMYELITIS

Anyone who requires to be immunised against poliomyelitis may register with the Medical Officer of Health at Kett House or their own doctor. Appointments will be given for immunisation to be carried out. This is normally given at the same time as the three diphtheria/whooping cough/tetanus injections, and "boosters," but is an oral vaccine.

## VACCINATION AGAINST YELLOW FEVER

Persons who are going abroad and require vaccination against yellow fever may be vaccinated at the Shire Hall, Castle Hill, Cambridge. Sessions are held twice weekly on Monday mornings, and Thursday afternoons but appointments must be made before attending.

## VACCINATION AGAINST MEASLES

Measles vaccination has recently been introduced and consists of a single injection preferably given after the first birthday (e.g. 13 months), but not before nine months of age. Rubella vaccination is offered to girls in their fourteenth year.



## VENEREAL DISEASE

Treatment for these diseases is, of course, given by general medical practitioners, but public clinic sessions are held at Addenbrooke's Hospital as follows:-

Tuesday and Thursday . . . 2.0 to 6.0 p.m.

Treatment, the patient's name and all matters relating thereto are secret and confidential.

## TUBERCULOSIS

At about age thirteen, all school children are given the opportunity, with parents written consent, to have a tuberculosis (B.C.G.) vaccination. This consists of a skin test, followed at an interval of 3 days by B.C.G. vaccination of all those with a negative reaction. Children with severe positive reaction are referred to the Chest Clinic for X-ray and any further investigation necessary.

The Chest Clinic is at Addenbrooke's Hospital, Hills Road, Cambridge (telephone Cambridge 45151). Appointments must be made by a private doctor or the School Health Service.

## AMBULANCES

The County Council's Ambulance Depot is in Ditton Walk off Newmarket Road. There are nineteen ambulances, five utilicons and two chair carrying vehicles. The telephone number is Cambridge 59507.

## GENERAL ENVIRONMENTAL HYGIENE

The City is divided into three divisions, each with a Divisional Public Health Inspector and two Public Health Inspectors under the direction of the Chief Public Health Inspector. The work of public health inspectors is very wide and varied but those sides of it of most interest to the general public are given here.



## NUISANCES

People may give offence to their neighbours and the general public in many ways which are known to the law as nuisances. Certain actions, however, are listed in the Public Health Act of 1936 as statutory nuisances and Public Health Inspectors are concerned to prevent the occurrence of these. Insanitary premises and houses in bad repair may be nuisances for the purposes of this Act. The keeping of animals in some circumstances may constitute a nuisance, and so may the accumulation of a deposit of refuse. Dust or effluvia from factories and workplaces, excessive smoke from chimneys, and a number of other matters may all come within the provisions of this Act in varying circumstances.

Public Health Inspectors investigate complaints which are made about these things or, not infrequently they discover them for themselves, in going about their districts, and various administrative and legal means are employed to secure the cessation of any proven nuisance.

It is not always practicable to remedy alleged nuisances as the law on this subject is very complex, so that it is not to be expected that every complainant will find immediate relief from the Department of Public Health and Welfare. Moreover, some nuisances are matters for private legal action.

## RATS AND MICE

The Department is concerned to keep the city as free as possible from infestation by rats and mice. In many cases the obligation rests upon the owners and occupiers of property to deal with infestations of this kind but the Department of Public Health and Welfare is always prepared to give advice and can frequently give assistance through its rat catchers.

## PURITY OF FOOD

The sale of foodstuffs is governed by the Food and Drugs Act, by various orders and regulations and by the City Council's bye-laws. The object of these ordinances is



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MEAT INSPECTION AT A SLAUGHTERHOUSE



to ensure that food offered to the public is pure and wholesome, free from harmful preservatives and adulteration and that it is handled and offered for sale in a clean manner. The Public Health Inspectors are constantly vigilant to see that these various rules and regulations are carried out and complaints by members of the public are promptly investigated.

It is not part of the department's business to harry and irritate members of the food trade, however, and it is our general desire not to "catch them out," whenever we can, but to assist and advise them in maintaining satisfactory methods of food handling. Any food trader or restaurant proprietor is at liberty to consult the Medical Officer of Health or the Chief Public Health Inspector about any matter of sanitation and hygiene affecting his business, or about the possible effect of laws and regulations upon him. Such enquiries are welcomed and are dealt with to the best of our ability.

Milk and ice cream, being goods which are particularly liable to contamination, are continually examined and samples taken for bacteriological and other analysis. All animals slaughtered in the City for meat are examined by Meat Inspectors holding special qualifications in meat inspection.

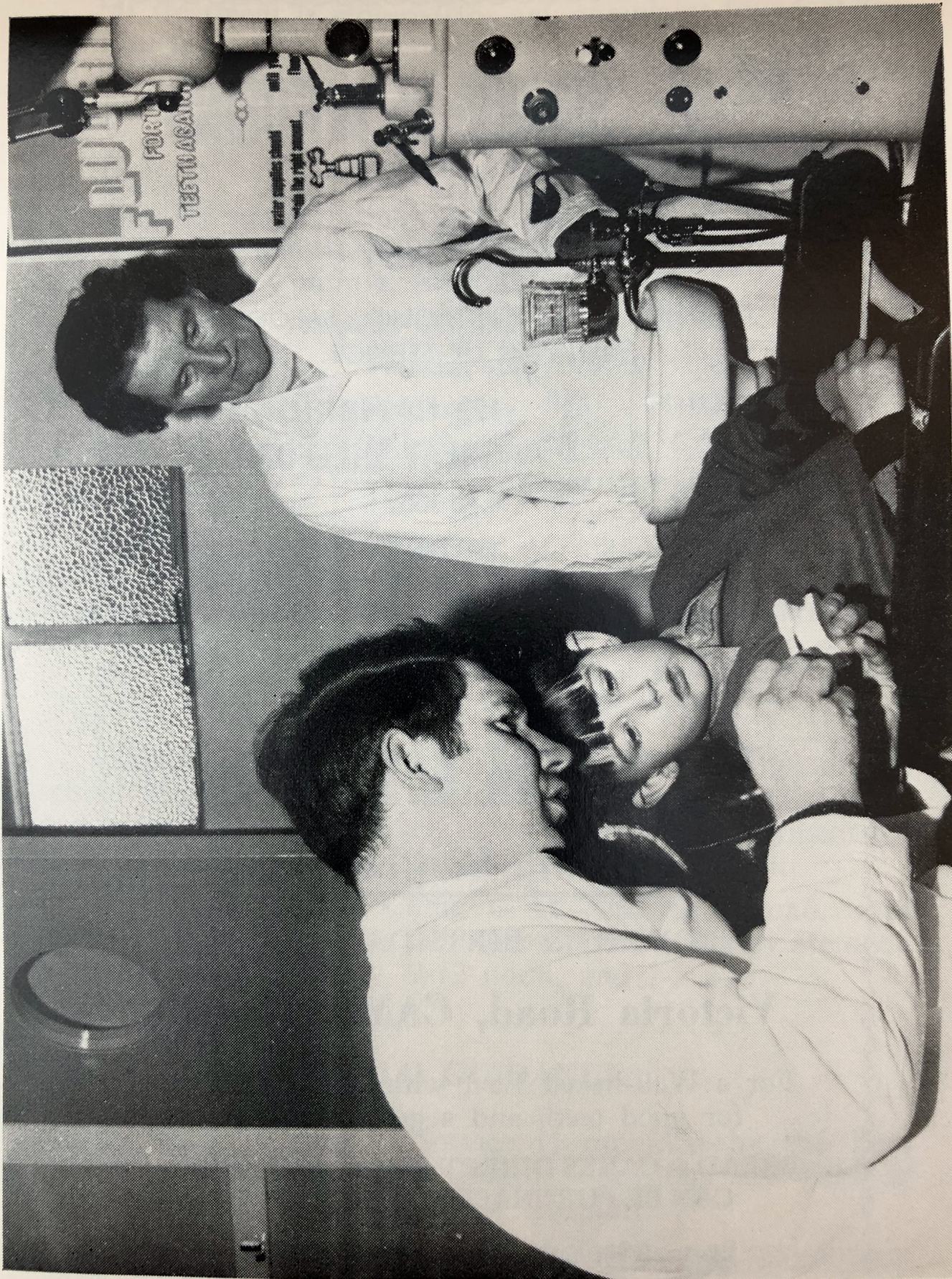
## SCHOOL HEALTH SERVICE

The Medical Officer of Health is also the Principal School Medical Officer for the City, and a health service for school children, through medical, dental, nursing and other officers is provided.

## ROUTINE MEDICAL INSPECTIONS

All children attending the Education Committee's schools have medical examinations at intervals throughout their school career. The examinations take place at the schools and parents are notified to attend so that they can confer with the doctor over any point which they desire advice and any matter to which the doctor desires to draw their attention.





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If treatment is required for any complaint found at the medical inspection the parents will usually be recommended to take the child to their own doctor, but some medical treatment is also available at clinics.

### SCHOOL CLINICS

General school clinics for minor ailments are held at the times and places given below and children may attend at these sessions without previous appointment.

The Minor Ailment Clinics are as follows:-

Auckland Road	..	Tuesday and Friday, 9.30 - 10.30 a.m.
Kingsway	.. ..	Wednesday, 9.30 - 10.30 a.m.
Romsey	.. ..	Monday and Friday, 9.30 - 10.30 a.m.
Cherry Hinton	..	Thursday, 9.30 - 10.30 a.m.

Eye Clinics are also held at Auckland Road Clinic and at the Consultants premises. Special sessions for Speech Therapy and Physiotherapy are also held, children attending only by previous appointment.

### ROUTINE DENTAL INSPECTION

Children have dental inspections periodically during school life, also dental treatment is given at Dental Clinics and parents may ask the school to make an appointment for their children when they desire advice or treatment.

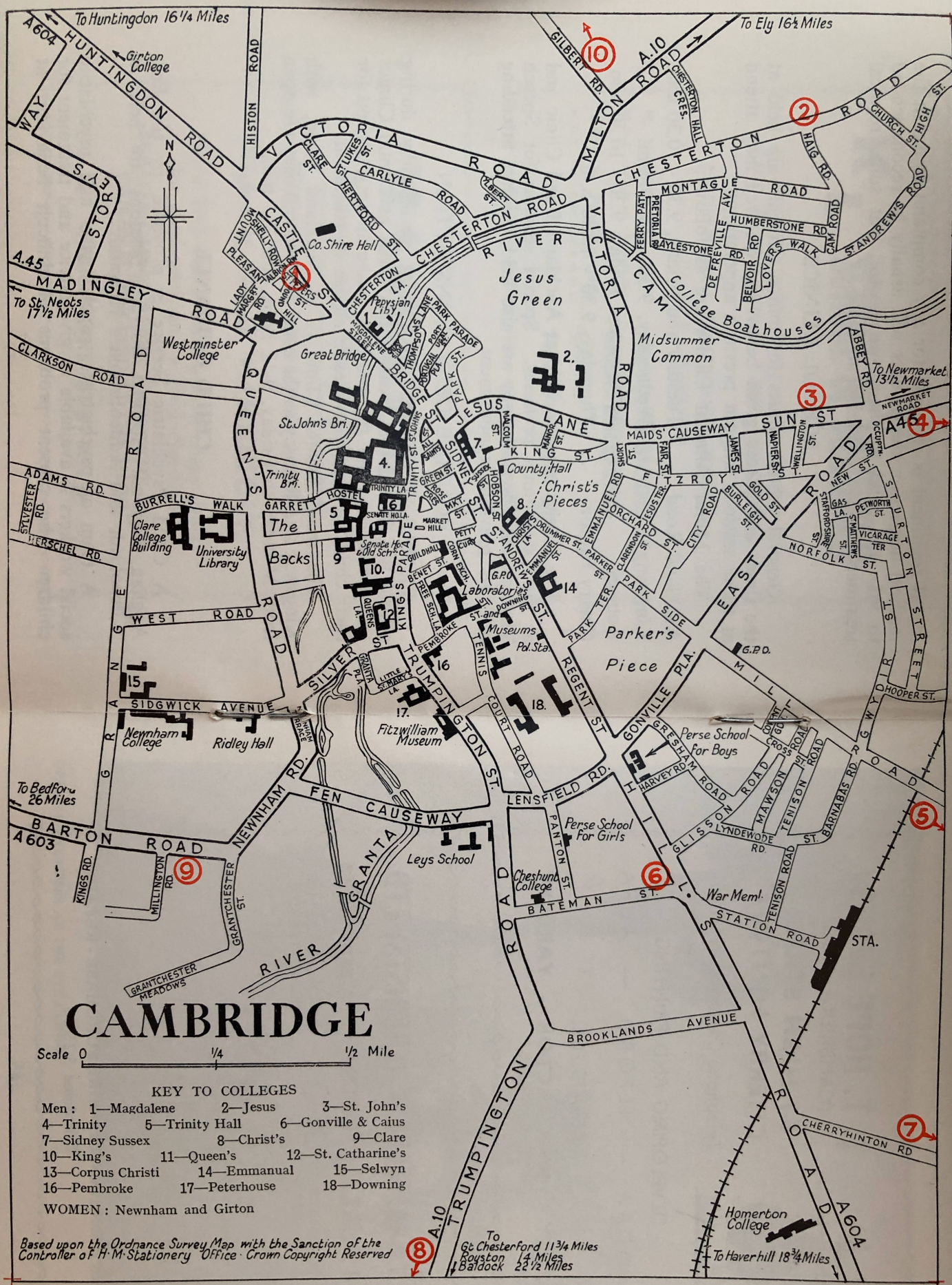
The main Dental Clinic is at Auckland Road, with Kingsway and Romsey as the other Clinics, and they are open from Monday to Friday, 9-12 noon, and 2-5 p.m.

### CHILD GUIDANCE

A Child Psychiatric Service is provided by the East Anglian Regional Hospital Board. Sessions are held at 2 Brookside and Addenbrooke's Hospital.

A team of psychiatrists, psychologists and psychiatric social workers is available to give advice and treatment for children who present problems of difficult behaviour at

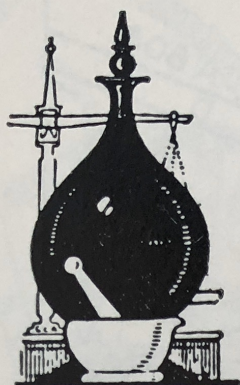




### KEY TO HEALTH CENTRES AND CLINICS (Numbered in red)

- |   |   |   |
|---|---|---|
| 1. Infant Welfare Clinic, Castle Street.                  | 5. School Clinic and Infant Welfare Clinic, Coleridge Road. | 9. Infant Welfare Clinic, 'Fitzpatrick House,' Barton Road. |
| 2. Infant Welfare Clinic, Chesterton Hall.                | 6. Infant Welfare Clinic, Norwich Street.                   | 10. School Clinic and Infant Welfare Clinic, Kingsway.      |
| 3. School Clinic and Infant Welfare Clinic, Aukland Road. | 7. Infant Welfare Clinic, Cherryhinton Hall.                |   |
| 4. Infant Welfare Clinic, East Barnwell Community Centre. | 8. Infant Welfare Clinic, Trumpington Village Hall.         |   |





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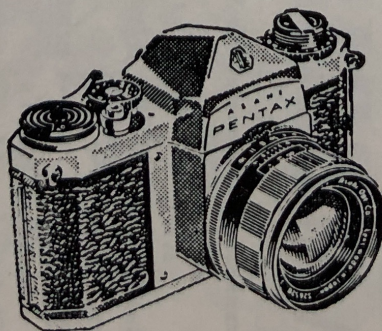
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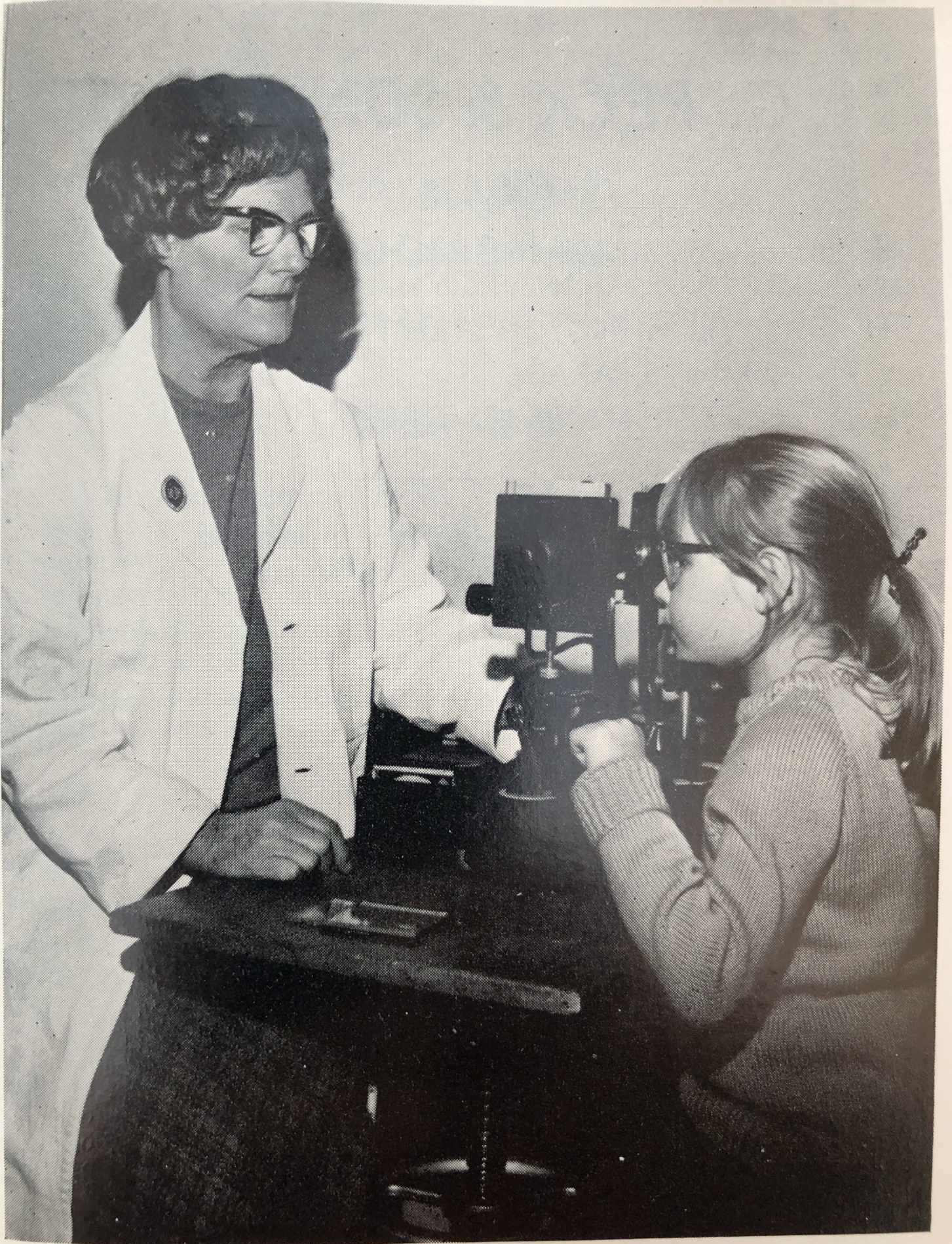
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home or at school, or children who for some reason do not appear to be getting on as they should in their school work. Children are sent to the Clinic by private doctors, by school teachers, sometimes by parents and officers of the School Health Service.

## **SPEECH THERAPY**

Trained speech therapists give special help to children who stammer or have other difficulties in speech. This service may be obtained through head teachers or through the School Clinics.

## **AUDIOMETRY**

An audiometrician visits the schools and tests all of the seven-year-old children and all children specially referred as possibly having impaired hearing. Those who fail are retested after a month. Failures of the second tests are referred, for further examination and treatment, to General Practitioners in cases of minor degrees of deafness, or to the Ear, Nose and Throat Specialist at the Hospital where gross hearing loss is present.

## **PARTIALLY HEARING UNITS**

There are four Partially Hearing Units, at Homerton Nursery School, Sedley Infants, Mayfield School and Coleridge School, catering for all ages of children. There is a special Audiology Clinic at Cherry Hinton Hall attended by the Consultant from Addenbrooke's Hospital.

## **THE ROGER ASCHAM SCHOOL**

This is a school for physically handicapped children. Admission is secured on the recommendation of the School Medical Officer but parents may also approach head teachers. There is a special unit for children suffering from Cerebral Palsy, where they receive treatment and education suitable to their particular needs.



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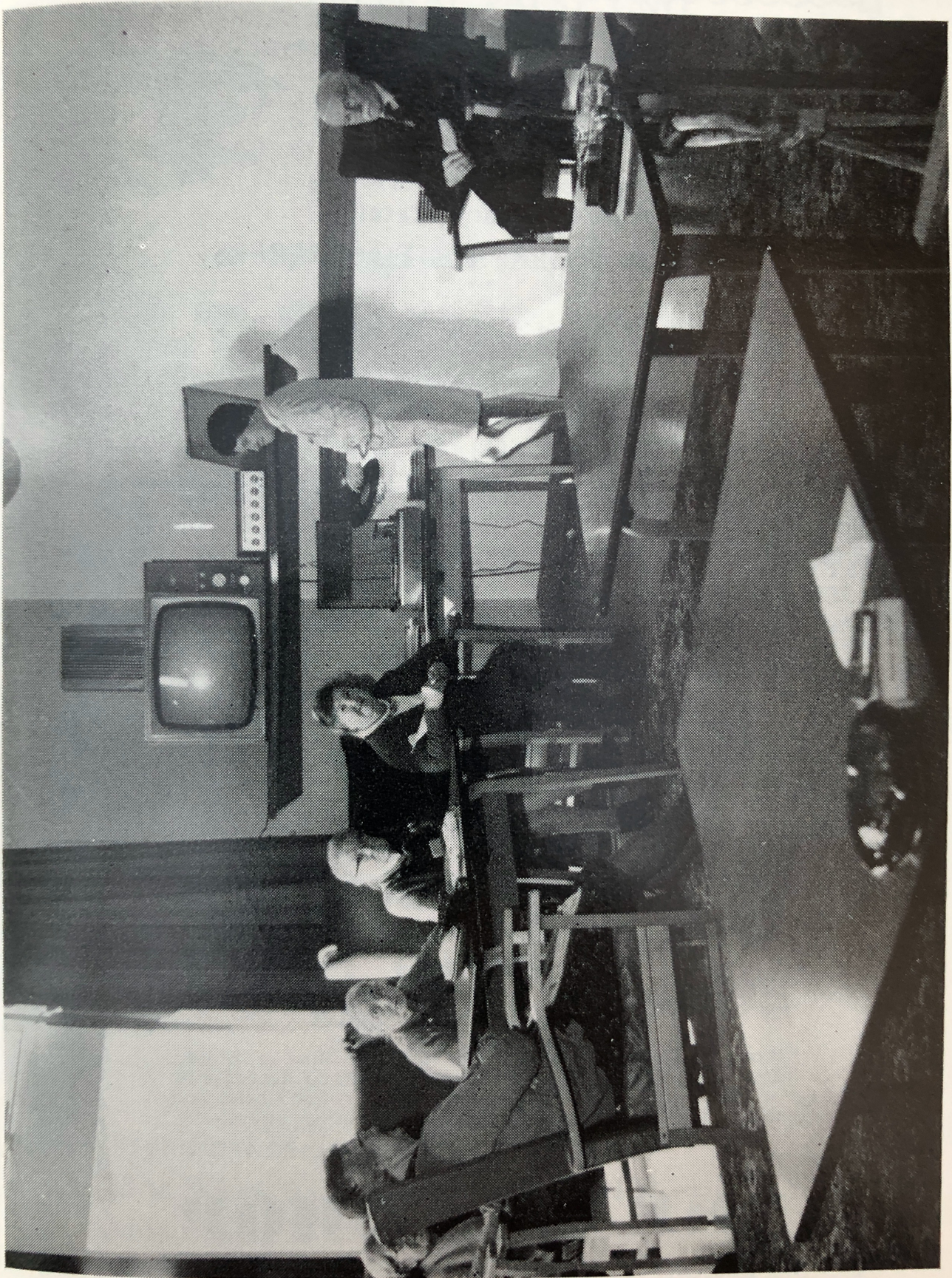
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## CEREBRAL PALSY UNIT

A special unit for the treatment and education of children suffering from cerebral palsy forms part of the Roger Ascham School. Three physiotherapists treat the children for whom there are two special classes: one for children under seven and the other for children above that age.

## DIAGNOSTIC UNIT

This unit, also at the Roger Ascham School, is for diagnosing the needs of any child who seems likely to require special educational treatment. There is a maximum of 10 children in the unit at any one time, they are admitted at just under 5 years of age, and stay for a minimum of 6 months and a maximum of 2 years.

All the children are seen with their parents before admission by a panel consisting of the School Medical Officer, the Educational Psychologist, the Headmistress and the teacher of the unit; and each child is reviewed every six months by the same panel in the presence of the parents.

## THE LADY ADRIAN SCHOOL

This is a school for educationally retarded children. Admission can be obtained by the recommendation of the School Medical Officer but parents may also approach head teachers.

## WELFARE SERVICES

### MUNICIPAL MIDWIVES

The Municipal Midwives at present are:-

Miss Weiss, 8 Clare Road. *Tel:* 58132.

Miss Baker, 33 Glebe Road. *Tel:* 46554.

Miss Pearl, 35 Oak Tree Avenue. *Tel:* 56566.

Mrs. Cummings, 25 Larkin Close. *Tel:* 52757.



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Miss Fleet, 22 Station Road, Histon. *Tel:* Histon 2747.

Miss Prior, 6 Ekin Walk. *Tel:* Teversham 3114.

Miss Young, 456 Cherry Hinton Road. *Tel:* 46344.

Those desiring to obtain the services of one of these midwives for a forthcoming confinement should apply (as far ahead of the expected birth as possible) at the Department of Public Health and Welfare either in person, by letter or telephone, or to the individual midwife concerned.

## MATERNITY OUTFITS

Maternity outfits for home confinements can be obtained from Auckland Road Clinic, Tuesdays, 2-4 p.m., Romsey Clinic, Wednesdays, 2-4 p.m. and Thursdays, 9.30-11.30 a.m., and Kingsway Clinic, Mondays, 2-4 p.m. and Tuesdays, 9.30-11.30 a.m.

They are supplied free of charge and contain cotton wool, pads, waterproof sheeting and other things necessary for a home confinement.

## MATERNITY HOSPITAL, MILL ROAD

Enquiries about admission to the hospital for confinement should be made at the office of the hospital.

## HEALTH VISITORS

Specially trained public health nurses known as Health Visitors are employed by the Department of Public Health and Welfare to visit homes to give advice about caring for young children. The Health Visitor pays her first call about fourteen days after the birth of the new baby and will continue to call at intervals during the first five years of life if the mother desires to have her help and advice. The Health Visitors also act as school nurses and so continue to see older children in that capacity.



## WELFARE OF OLD PEOPLE

The Department makes provision for old people through the Home Help, Home Nursing and Health Visiting services. It also provides a Day Centre at Seymour House, Seymour Street.

This Centre was opened in October, 1967, and provides facilities for elderly people, particularly those with some physical disability who would otherwise be housebound and have few social contacts. It caters for people in the City and County, each person attending for one or two days per week, and transport is provided.

The Centre is open from 9 a.m. to 5 p.m. Monday to Friday, morning coffee, a cooked lunch, and afternoon tea are provided for 2/6 a day. There are facilities for baths, showers and hair washing, there are sessions of occupational therapy and chiropody, also cooking training for elderly men living alone.

People are recommended for attendance by general practitioners, hospital consultants, health visitors, district nurses and others. Seymour House can cater for up to 40 old people daily.

Services for the elderly are also provided by the Cambridgeshire and Isle of Ely Old People's Welfare Council. The administrative office is at 7 Hills Road (telephone 50666) but welfare enquiries should be made to the Welfare Officer, Alexandra Street (telephone 55948).

## CLINICS

Clinic sessions are held, as shown below, for infants and older children (toddlers) still under school age. Medical Officers of the Department attend at these clinics and the Health Visitors can also be seen. Babies can be accurately weighed and advice given about feeding and all other matters of up-bringing about which a mother may feel in doubt.

### MATERNITY AND CHILD WELFARE SERVICES

#### CHILD WELFARE CLINICS

Infant Welfare Clinics (for children from birth to 5) and Special Toddler Clinics (for children from 1½ to 5) are held as follows:

#### Kingsway Clinic

Infant Welfare	Monday	2 - 4 p.m.
	Tuesday	9.30 - 11.30 a.m.
Toddlers	1st Tuesday	2 - 4 p.m.



Auckland Road Clinic			
Infant Welfare	Tuesday	2 - 4 p.m.	
Toddlers	Friday	2 - 4 p.m.	alternate months.
Romsey Clinic, Coleridge Road			
Infant Welfare	Wednesday	2 - 4 p.m.	
	Thursday	9.30 - 11.30 a.m.	
Toddlers	2nd Monday	2 - 4 p.m.	
Trumpington Village Hall			
Infant Welfare	1st and 3rd Mondays	2 - 4 p.m.	
Castle Street Methodist Church Hall			
Infant Welfare	Tuesday	9.30 - 11.30 a.m. and	
		2 - 4 p.m.	
East Barnwell Community Centre, Newmarket Road			
Infant Welfare	Thursday	2 - 4 p.m.	
Toddlers	4th Monday	2 - 4 p.m.	
St. Raphael Club Premises, Chesterton			
Infant Welfare	Thursday	9.30 - 11.30 a.m. and	
		2 - 4 p.m.	
Toddlers	2nd Friday	2 - 4 p.m.	
Fitzpatrick House, Barton Road			
Infant Welfare	2nd Wednesday	2 - 4 p.m.	
Cherryhinton Hall			
Infant Welfare	Monday	2 - 4 p.m.	
	Thursday	2 - 4 p.m.	
Toddlers	3rd Friday	9.30 - 12 noon	
Norwich Street Methodist Church Hall			
Infant Welfare	Wednesday	9.30 - 11.30 a.m.	

Toddlers are seen by previous appointment only, at the Special Toddler Clinics, though both infants and toddlers may attend at the infant sessions at the specified time without appointment. Children may be weighed and general advice about upbringing, clothing, training etc., may be obtained and a medical officer may be consulted. Baby foods of various kinds may be purchased.

## NURSERY

A day nursery is provided for the care of children whose mothers are obliged to go out to work for various reasons. This is situated in the grounds of Sedley School, Malta Road. The nursery is open from Monday to Friday between 8.30 a.m. and 5.15 p.m. Application for admission should be made to the Matron. It should be borne in mind, however, that there is usually a waiting list and preference has to be given to more urgent cases where a woman is obliged to go out to work to maintain herself and her children.



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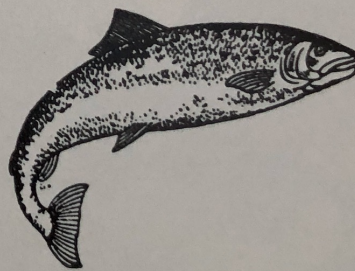
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## DAILY MINDERS, FOSTER CHILDREN & ADOPTION

People who intend to take charge of children for payment, either individually or in the form of a small private nursery have to satisfy certain legal requirements and to be approved by a local authority. Every assistance and information will be given on enquiry at the Department of Public Health and Welfare. The adoption of children is also governed by rather complicated legal requirements, and advice will be given on this subject on application to the Children's Officer, 19 Gloucester Street. Telephone 58811.

## HOME NURSING

The District Nursing Centre is at Kett House and is under the supervision of the Superintendent Nursing Officer. The services of a District Nurse can be obtained by a doctor.

## HOME HELP SERVICE

Home Helps may be obtained on application to the City Health Department (Telephone 58977). They are available on production of a Medical Certificate, for maternity cases and general illness. Home Helps carry on essential domestic work in the home while the housewife is incapacitated.

## CHIROPODY SERVICE

A chiropody service is provided in the City for the aged, physically handicapped and expectant mothers. A certificate signed by the family doctor, health visitor or district nurse, showing the need for treatment must be produced when the patient attends for the first time. A small charge is made for this service but this may be waived in cases of hardship. Further details may be obtained from the City Medical Officer.

## WELFARE OF BLIND AND DISABLED PERSONS

All enquiries relating to the Welfare of Blind and Disabled Persons in the City should be addressed to the Medical Officer of Health, Kett House, Station Road.



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## REGISTRATION OF NURSING HOMES

Application for this should be made to the County Medical Officer at the Shire Hall.

## REGISTRATION OF BIRTHS AND DEATHS

The Registrar's Offices are:-

County Hall, Hobson Street. Tel: 54851.

## DEPARTMENT OF HEALTH AND SOCIAL SECURITY

The local office is at Block A, Brooklands Avenue, Telephone 58911.

## MARRIAGE GUIDANCE COUNCIL

The Marriage Guidance Council has an office at 13 St. Johns Street (Telephone 57424) and gives advice, free of charge, on matters affecting marriage and domestic difficulties involving husband and wife.

## CERVICAL CYTOLOGY

Monthly Clinics are held on the 1st Friday afternoons in the month at Auckland Road Clinic, and the 3rd Friday afternoons in the month at Romsey Clinic, by appointment only.

Appointments can be made by the Department.

## MENTAL HEALTH

The City Council employ a Senior Mental Welfare Officer and two Mental Welfare Officers who work from the County Welfare Department, Gloucester Court, Gloucester Street (Telephone 58811).

## FAMILY PLANNING

As from April 1968, the family planning services provided in the City were augmented in order to implement the provisions of the National Health Service (Family Planning) Act 1967. As a result of co-operation between the City



Council, the County Council, Cambridge Women's Welfare Association, the Board of Governors of the United Cambridge Hospitals, and the Cambridge Advisory Centre for Young People, the following family planning services are now available:-

- (a) Twice weekly sessions at Auckland Road Clinic;
- (b) A weekly session at the outpatient department of the Maternity Hospital;
- (c) A domiciliary service for women who are unable, for domestic reasons, to attend clinics;
- (d) An advisory clinic for young people (by appointment);
- (e) Special clinics for women requiring the Intra-Uterine Device (by appointment).

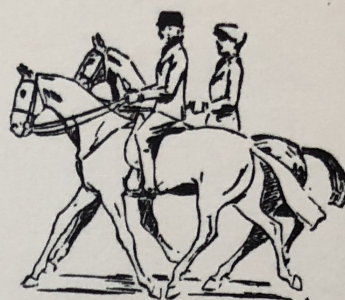
Patients are referred to these services mostly by general practitioners, health visitors, and other social agencies.

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